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IN THE CLAIMS

Cancel claims 157-161, 171-177, and 180-199.

1-147. (Cancelled)

148. (Previously presented) A method of operating a server system and associated Automated Teller Machines, ATMs, comprising:

a) using the server system to deliver, to a monitor intelligent agent, Monitor Agent,

i) a list of ATMs, and

ii) a diagnostic computer program;

b) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM;

i) deliver the diagnostic computer program to the ATM;

ii) receive and store results of the diagnostic computer program after the ATM runs the program; and

iii) return to the server.

149. (Previously presented) A method of operating a server system and associated Automated Teller Machines, ATMs, comprising:

a) using the server system to deliver, to a monitor intelligent agent, Monitor Agent,

i) a list of ATMs, and

ii) a diagnostic computer program;

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b) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM;

- i) deliver the diagnostic computer program to the ATM;
- ii) receive and store results of the diagnostic computer program after the ATM runs the program; and
- iii) return to the server,

wherein the Monitor Agent comprises a data packet, having a format which includes

- 1) sender's network address,
- 2) addresses of the ATMs to be visited,
- 3) the diagnostic program, and
- 4) a register to contain data obtained from the ATM.

150. (Previously presented) A method of operating a server system and associated Automated Teller Machines, ATMs, comprising:

a) using the server system to deliver, to a monitor intelligent agent, Monitor Agent,

- i) a list of ATMs, and
- ii) a diagnostic computer program;

b) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM;

- i) deliver the diagnostic computer program to the ATM;
- ii) receive and store results of the diagnostic computer program after the ATM runs the program; and
- iii) return to the server,

wherein the Monitor Agent comprises a data packet having a format which includes

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- 1) sender's network address,
  - 2) addresses of the ATMs to be visited,
  - 3) the diagnostic program, and
  - 4) a register to contain data obtained from the ATM;
- c) using the server to deliver, to a service intelligent agent, Service Agent,
- i) a list of ATMs,
  - ii) names of human service technicians, and
  - iii) technical abilities of the service technicians; and
- d) causing the Service Agent to visit the ATMs on the list in sequence and, at each ATM, deliver;
- i) the names of the human service technicians, and
  - ii) the technical abilities of the service technicians.

151. (Previously presented) Method according to claim 150, wherein the format of the Monitor Agent is the same as that of the Service Agent.

152. (Previously presented) Method according to claim 148, wherein different lists of ATMs are delivered to the Monitor Agent at different times.

153. (Previously presented) Method according to claim 152, wherein different diagnostic computer programs are delivered to the Monitor Agent at different times.

154. (Previously presented) A method of operating a server system and associated Automated Teller Machines, ATMs, comprising:

- a) using the server system to deliver, to a monitor intelligent agent, Monitor Agent,

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- i) a list of ATMs, and
  - ii) a diagnostic computer program;
- b) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM;
  - i) deliver the diagnostic computer program to the ATM;
  - ii) receive and store results of the diagnostic computer program after the ATM runs the program; and
  - iii) return to the server,
- wherein the Monitor Agent comprises a data packet, having a format which includes
  - 1) sender's network address,
  - 2) addresses of the ATMs to be visited,
  - 3) the diagnostic program, and
  - 4) a register to contain data obtained from the ATM;
- c) using the server to deliver, to a service intelligent agent, Service Agent,
  - i) a list of ATMs,
  - ii) names of human service technicians, and
  - iii) technical abilities of the service technicians;
- d) causing the Service Agent to visit the ATMs on the list in sequence and, at each ATM, deliver;
  - i) the names of the human service technicians, and
  - ii) the technical abilities of the service technicians;
- e) at an ATM,
  - i) detecting an error condition;
  - ii) examining the abilities of the human service technicians and selecting a technician to handle the error condition; and

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iii) delivering to an alert intelligent agent, Alert Agent, an address of the technician selected, and causing the Alert Agent to contact the technician selected.

155. (Previously presented) Method according to claim 150, and further comprising:

e) at an ATM,

- i) detecting an error condition;
- ii) examining the abilities of the human service technicians and selecting a group of technicians to handle the error condition;
- iii) ranking the technicians in the group;
- iv) delivering to an alert intelligent agent, Alert Agent, addresses of the group of technicians, and causing the Alert Agent to contact the technicians in the group in rank order, until a technician is found who makes a specified response.

156. (Previously presented) Method according to claim 155, wherein the Alert Agent, Monitor Agent, and Service Agent are all organized according to a common format.

157-161. (Cancelled)

162. (Previously presented) A system, comprising:

- a) a server system and a group of associated Automated Teller Machines, ATMs;
- b) means for
  - i) transferring from the server system to a monitor intelligent agent, Monitor Agent,

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- A) a list of ATMs and
- B) a diagnostic computer program; and
- ii) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM
  - A) delivering the diagnostic computer program to the ATM;
  - B) receiving and storing results of the diagnostic computer program after the ATM runs the program; and
  - C) returning to the server.

163. (Previously presented) A system, comprising:

- a) a server system and a group of associated Automated Teller Machines, ATMs;
- b) means for
  - i) transferring from the server system to a monitor intelligent agent, Monitor Agent,
    - A) a list of ATMs and
    - B) a diagnostic computer program; and
  - ii) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM
    - A) delivering the diagnostic computer program to the ATM;
    - B) receiving and storing results of the diagnostic computer program after the ATM runs the program; and
    - C) returning to the server,

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wherein the Monitor Agent comprises a data packet having a format which includes

- 1) sender's network address,
- 2) addresses of the ATMs to be visited,
- 3) the diagnostic program, and
- 4) a register to contain data obtained from the ATM.

164. (Previously presented) A system, comprising:

a) a server system and a group of associated Automated Teller Machines, ATMs;

b) means for

i) transferring from the server system to a monitor intelligent agent, Monitor Agent,

A) a list of ATMs and

B) a diagnostic computer program; and

ii) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM

A) delivering the diagnostic computer program to the ATM;

B) receiving and storing results of the diagnostic computer program after the ATM runs the program; and

C) returning to the server,

wherein the Monitor Agent comprises a data packet having a format which includes

- 1) sender's network address,
- 2) addresses of the ATMs to be visited,

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- 3) the diagnostic program, and
  - 4) a register to contain data obtained from the ATM;
- c) means for
- i) transferring
    - A) a list of ATMs,
    - B) names of human service technicians, and
    - C) technical abilities of the service techniciansfrom the server system to a service intelligent agent, Service Agent; and
  - ii) causing the Service Agent to visit the ATMs on the list in sequence and, at each ATM, deliver;
    - A) the names of the human service technicians, and
    - B) the technical abilities of the service technicians.

165. (Previously presented) Apparatus according to claim 163, wherein the format of the Monitor Agent is the same as that of the Service Agent.

166. (Previously presented) Apparatus according to claim 164, wherein different lists of ATMs are delivered to the Monitor Agent at different times.

167. (Previously presented) Method according to claim 166, wherein different diagnostic computer programs are delivered to the Monitor Agent at different times.

168. (Previously presented) A system, comprising:

- a) a server system and a group of associated Automated Teller Machines, ATMs;



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b) means for

i) transferring from the server system to a monitor intelligent agent, Monitor Agent,

A) a list of ATMs and

B) a diagnostic computer program; and

ii) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM

A) delivering the diagnostic computer program to the ATM;

B) receiving and storing results of the diagnostic computer program after the ATM runs the program; and

C) returning to the server,

wherein the Monitor Agent comprises a data packet having a format which includes

1) sender's network address,

2) addresses of the ATMs to be visited,

3) the diagnostic program, and

4) a register to contain data obtained from the ATM;

c) means for

i) transferring

A) a list of ATMs,

B) names of human service technicians, and

C) technical abilities of the service technicians

from the server system to a service intelligent agent, Service Agent; and

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- ii) causing the Service Agent to visit the ATMs on the list in sequence and, at each ATM, deliver;
  - A) the names of the human service technicians, and
  - B) the technical abilities of the service technicians;
- d) means for detecting an error condition at an ATM;
- e) means for examining, at the ATM, the abilities of the human service technicians and selecting a technician to handle the error condition;
- f) means for delivering, at the ATM, an address of the technician selected to an alert intelligent agent, Alert Agent, and causing the Alert Agent to contact the technician selected.

169. (Previously presented) A system, comprising:

- a) a server system and a group of associated Automated Teller Machines, ATMs;
- b) means for
  - i) transferring from the server system to a monitor intelligent agent, Monitor Agent,
    - A) a list of ATMs and
    - B) a diagnostic computer program; and
  - ii) causing the Monitor Agent to visit the ATMs on the list in sequence and, at each ATM
    - A) delivering the diagnostic computer program to the ATM;
    - B) receiving and storing results of the diagnostic computer program after the ATM runs the program; and
    - C) returning to the server,

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- c) means for detecting an error condition at an ATM;
- d) means for examining, at the ATM, the abilities of the human service technicians and selecting a group of technicians to handle the error condition;
- e) means for ranking the technicians in the group at the ATM; and
- f) means for
  - i) delivering, at the ATM, addresses of the group of technicians to an alert intelligent agent, Alert Agent, and
  - ii) causing the Alert Agent to contact the technicians in the group in rank order, until a technician is found who agrees to service the error condition

wherein the Monitor Agent comprises a data packet having a format which includes

- 1) sender's network address,
- 2) addresses of the ATMs to be visited,
- 3) the diagnostic program, and
- 4) a register to contain data obtained from the ATM and

wherein the format of the Monitor Agent is the same as that of the Service Agent.

170. (Previously presented) Apparatus according to claim 169, wherein the Alert Agent, Monitor Agent, and Service Agent are all organized according to a common format.

171-177. (Cancelled)

178. (Previously presented) A method of operating a server system connected by a network to Automated Teller Machines, ATMs, comprising:

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- a) equipping an intelligent agent with
  - i) network address of a sending server, and
  - ii) a list of ATMs to visit; and
- b) causing the intelligent agent to
  - i) travel the network and visit ATMs on the list, and
  - ii) return to the sending server after visiting the ATMs.

179. (Previously presented) Method according to claim 178, and further comprising:

- c) causing the agent to run a diagnostic program on the ATMs visited; and
- d) record results of the program, and deliver the results to the sending server upon return.

180-199. (Cancelled)